

May 3, 2018

Personal and Confidential

Parent/Legal Guardian Name
Address
City, State, Zip

RE: Notice of Privacy Event Involving <<Insert Patient Name>>

Dear Parent/Legal Guardian:

As one of the families whose children have been entrusted to our care, we are writing to advise you of an incident involving your child's health information. We are disclosing this event to you in that your family has the right to this information, and to support open and honest communication between the hospital and your family.

What Happened?

On April 12, 2018, Rady Children's Hospital – San Diego (RCHSD) became aware that your child's information was inadvertently included on a Compact Disc (CD) that was generated for Quality Control (QC) purposes and sent via Federal Express to one of our contracted entities on March 29, 2018. The receiving entity contacted RCHSD to report that patient information was included on the CD, and made immediate arrangements to securely send the CD back to RCHSD. The CD has been received and secured by RCHSD. Please rest assured that this entity is bound by the same federal privacy standards as RCHSD and has the same obligations to protect the confidentiality, privacy and security of patient information.

What Information Was Involved?

The information on the CD included patient full name, medical record number, day and date of birth, sex, weight, height, ethnicity, Body Mass Index (BMI), bone density measurements, reference notes, and referring provider name. The documentation on the CD did not contain social security and credit card numbers.

What We Are Doing

One of our top priorities is maintaining the confidentiality and security of patient information. We will review this incident, re-educate our staff regarding our privacy policies, reiterate the importance of carefully handling confidential information in order to protect patient privacy, and identify every opportunity to enhance the security of patient information in the future. A report of this incident has been made to the California Department of Public Health in accordance with regulatory requirements.

What You Can Do

While we regret that your child's information was inadvertently misdirected, we feel confident that the information remained secure and that it was not used inappropriately. Contact me at (858) 966-8541 if you have any questions or concerns.

We apologize for this incident and any concern this may cause you.

Sincerely,

Christina Galbo, MBA, CHC
Chief Compliance & Privacy Officer